



REQUEST FOR PROPOSALS 17-39

Body Worn Cameras Hardware and Software

Proposal Date

July 11, 2017

Request for Information (RFI)

In by Friday July 21, 2017 at 5:00PM PST

Keith Hinton, Police Tech Services Division Manager and Project Manager

khinton@srcity.city.org

Proposal Submittal Due Date

July 25, 2017 @ 5:00:00p.m. PST

Santa Rosa Police Department

Attn: Keith Hinton

965 Sonoma Ave.

Santa Rosa, CA 95404

Santa Rosa Police Department Body Worn Camera Request for Proposals (RFP) 17-31

NOTICE IS HEREBY GIVEN that proposals will be received from qualified firms to provide a **body-worn camera hardware/software system**. Responses to the Request for Proposals (RFP) will be accepted until, **July, 25, 2017 at 5:00 p.m.**

To facilitate the RFP process, proposers are required to monitor the City's PlanetBids site. No oral interpretations will be made by the City to any proposer as to the meaning of requirements identified herein, including the Scope of Services, Contract Sample, or Insurance Requirements (Attachment One).

Every request for such an interpretation or additional information must be made in writing via e-mail to the projects manager **no fewer than *three (3)* calendar days** prior to the date and time set for opening of proposals. Significant interpretations or clarification will be made by an addendum to this RFP, which will be posted to the PlanetBids website. Addenda may become part of the agreement documents.

If further information is required, contact Keith Hinton at khinton@srcity.org

All notifications, updates and addenda will be posted on the City's Planet Bids. Proposers shall be responsible for monitoring the site to obtain information regarding this solicitation. Failure to respond to required updates may result in a determination of a nonresponsive proposal.

Introduction:

The Santa Rosa Police Department (Police) is seeking to upgrade an existing Police are seeking qualified proposers that can provide cameras as well as all supporting systems for a multi-year Professional Services Agreement.

Police will be conducting a two-phase review beginning with equipment and written proposals, which will conclude by a review and scoring of the software provided by Proposers who are deemed to have equipment that meets or exceeds criteria. Phase 1, Camera/Hardware Evaluation, along with written proposals, will be evaluated first. Only Proposers meeting or exceeding the Phase 1 requirements will be invited to the process of being reviewed in Phase II.

To be responsive, Venders must address all desired and highly desirable requirements in their written responses, as well as provide for the required written proposal elements as described in marked Exhibits A and B. Venders must also supply in their initial response four (4) cameras and associated hardware for Phase 1 physical review. Those proposals that meet all the requirements and rate the highest in the Phase 1 Evaluation will be notified and will then be required to supply 8 licenses (4 users and 4 viewer/administrator) for an operational testing and evaluation process in Phase II.

Phase 1: Camera/Hardware Evaluation Criteria

The preferred BWCs must provide the following:

- Battery life of 12 hours or more
- Buffering abilities to capture video prior to activation of camera
- Camera and software offer CAD integration
- Records and buffers in 720p or greater
- Camera must be Rugged/Durable
- Multiple secure uniform mounting options (won't fall off during intense physical activity)
- Multi-unit docking station with automatic charging/video upload
- Cloud based video management and storage system
- Automatic wireless camera triggers
- Ability to enter metadata & view videos in the field via smartphone/tablet/MDC prior to video upload
- Ability to play live video via mobile device
- Interchangeable battery or warranty replacement within 48 hours
- Tech. Support
- Experience with Large scale deployments
- Easy redeployment of cameras
- Vendors must have the ability to provide 4 cameras and licenses for their respective software systems for evaluation
- Provide onsite train the trainer training

The following hardware features/capabilities are highly desirable:

- Camera field of view greater than 120 degrees
- Wireless activation based on activation of vehicle emergency lights, holster, Taser
- Records & saves data in MP4 format
- Configurable buffer capability
- Pre-incident capture via buffering does not capture audio
- Integrates with dash mounted camera system
- Equipment warranty/replacement included for term of contract
- Equipment replacement turnaround time of 48 hours or less
- Ability to mute the audio during event recording

Phase II a: Software/Systems Evaluation Criteria

The software system must provide:

- Ability to restrict access to approved IP address/ranges
- Encrypted security
- Cloud based
- Redaction software integrated and included with cloud based evidence management system
- Ability to securely share video via online or email with allied agencies

- Ability to limit access time or the ability to revoke access to shared video
- Must have tamper proof audit trail and chain of custody logs
- Automatic free software and firmware updates
- Provide ability to manually or agency defined purge criteria
- Redaction does not alter the original file.
- Vender must be able to provide a secure encrypted storage environment.
- Ability to review recorded videos prior to download
- Ability to add metadata to video files via mobile device
- **SYSTEM ADMINISTRATION**
- Describe the security options available in the system to control which users can view which videos. Include information explaining settings that allow/restrict users from viewing their own videos as well as that of other users (e.g. video from the same incident/case, etc.).
- Describe the method(s) by which a specific camera is associated with a specific user.
- Describe how the proposed solution would handle the following scenario:
- An employee comes in to start their shift on a Saturday at 6PM and the their regularly assigned camera is not available. If the employee were to use a temporary (i.e. loaner) camera, how would the video taken during that shift be attributed to that user? Provide details on who may assign a camera to a user (e.g. self-assign; a supervisor; a system administrator; etc.).
- Describe the auditing features of the system. Include which activities are logged; how logs may be searched; how access to the audit log is controlled; etc.
- Describe the security features of the system that preserve and verify the authenticity of a recording.
- Provide information on possible integrations with other systems, such as a law enforcement Records Management System.

Phase II b. TRAINING AND IMPLEMENTATION SERVICES REQUIREMENTS

- Training for key personnel on, at minimum, equipment use, basic troubleshooting skills, familiarization with the software used for the system. Provide time requirement and associated costs
- Provide expert witnesses as needed for testifying in court/depositions regarding technical operation and accuracy of the system. Provide associated costs

Phase II c. WARRANTY, MAINTENANCE, AND SUPPORT

Please specify in detail the following:

- The length and terms of the warranty/maintenance and service provided with each piece of equipment and/or software to be installed.
- Identify if subcontractors will perform warranty/maintenance, or service locations where warranty/maintenance/service will be performed, along with contact name(s) and phone number(s).
- Service response times when a service technician can be expected to be on-site.
- Additional charges, if any, for a quicker response time.
- How a major component failure will be handled to ensure no or minimal loss of service
- Damaged equipment will be replaced by the contractor at no cost to the City within five business days.

The following items are considered highly desirable:

- Ability separate audio from video file as needed.
- Provides transcription services

Rating criteria

System security – 20%

Camera functionality – 20%

Reliability and ease of use as they relate to hardware and applications – 20%

Evidence storage and management – 20%

Proven ability to deliver on requirements – 20%

To be responsive, Venders must address all desired and highly desirable requirements in their written responses, as well as provide for the required written proposal elements as described in marked Exhibits A and B.

Venders must supply in their initial response 4 cameras and associated hardware for Phase 1 physical review along with the requirements for the written proposal as described below for Exhibits A and B.

For Proposer's to conform to City of Santa Rosa Selection of Professional Services Policy 600-01, your written submission shall include the following:

- Include confirmation that you are willing to sign our Agreement (PSA Attached)
- Provide the required insurance upon a notice of intent to award the Agreement (Insurance Requirements Attached. Final requirements may change as determined by City of Santa Rosa Risk Management.)
- Each proposal shall include the following elements entitled **Exhibit A**:
 1. Cover Letter – A letter signed by a principal or authorized representative who can make legally binding commitments for the entity.
 2. Include a project work scope and services required as expressed in Phase I and Phase II above. System Hardware, Software, Storage and Warranty: A description of the proposed body-worn camera system hardware, software, storage and warranty features and how they meet the needs of the Police Department as described in Phase I and Phase II.
 3. Deliverables and Implementation Plan: Proposer shall submit a general description of the deliverables, implementation plan, and timeline (including training) necessary to complete the project.
 4. Firm and Personnel Experience: A profile of the firm's experience, including the names and experience of personnel who will be providing services. At a minimum, this should include the project manager/principal agent, and key training personnel. The project manager/principal agent shall be the primary contact person to represent your firm and will be the person to conduct the presentation, if invited for an interview.
 5. A resume of the proposed Project Manager
 6. The name of the principal responsible for the work
 7. A statement concerning the ability of the firm to meet required time schedules
 8. A detailed outline describing how each would conduct the project
 9. Previous experience
 10. Present workload (ability to respond)
 11. Number of qualified personnel
 12. Extent of subcontracting of work
 13. Previous projects and present relationship with City
 14. Ability to perform scope of services (all or a portion of work)
 15. Stability of firm
 16. Reference response – other public projects
- A separate section, entitled **Exhibit B**, should express a clear breakdown of all pricing.

Written proposals are due back to Keith Hinton no later than 5: 00PM PST on July 25, 2017.

- Only hardcopy proposals are being accepted. Please include three (3) copies of the written proposal and one (1) signed in ink original.
- One (1) copy of the submittal on a USB flash drive or equivalent shall be included.
- Venders must supply in their initial response four (4) cameras and associated hardware for Phase I Evaluation.

MAILED, DELIVERED BY HAND, or COURIERED proposals will be accepted as follows:

Santa Rosa Police Department
Attn: Keith Hinton
965 Sonoma Ave.
Santa Rosa, CA 95404

**ONLY SEALED RFP RESPONSES ARE ACCEPTABLE.
DO NOT E-MAIL RFP RESPONSES.
DO NOT FAX RFP RESPONSES.**

This RFP does not commit the City to pay costs incurred in preparation of a response to this RFP. All costs incurred in the preparation of the proposal, the submission of additional information, attendance at pre-proposal conference, negotiations with City, and/or any other aspect of a proposal prior to award of a written contract will be borne by the proposer. The City reserves the right to accept or reject the combined or separate components of this proposal in part or in its entirety or to waive any informality or technical defect in the RFP process.

The proposal must be completely responsive to the RFP. Any exceptions to the requirements of this RFP must be clearly stated in the proposal. Such exceptions must be included as a separate element of the proposal entitled "Exceptions and Deviations." The Project Manager, in his sole and absolute discretion, may authorize or deny any exceptions.

The City reserves the right to reject any or all proposals submitted and no representation is made hereby that any contract will be awarded pursuant to this RFP or otherwise. The City reserves the right to waive minor inconsistencies in submitted Proposals.

Proposals will become public record after award of contract. Only proposer information identified as proprietary shall be maintained confidential, to the extent allowed under the California Public Records Act.

PROTEST PROCEDURES

Bidders may file a "protest" to an RFP with the City's Purchasing Department via email to Purchasing Agent Brandalyn Tramel, btramel@srcity.org. For a Bidder's protest to be considered valid, the protest must:

1. Be filed in writing within five (5) business days of either the RFP issued date or before 5:00 p.m. of the 5th business day following the posting of Bid Results/Notice of Intent to Award Contract on the City's website;
2. Clearly identify the specific irregularity or accusation;
3. Clearly identify the specific City staff determination or recommendation being protested;
4. Specify, in detail, the grounds of the protest and the facts supporting the protest; and
5. Include all relevant, supporting documentation with the protest at time of filing.

If the protest does not comply with each of these requirements, it will be rejected as invalid. If the protest is valid, the City's Purchasing Manager, or other designated City staff member, shall review the basis of the protest and all relevant information. The Purchasing Agent will provide a written decision to the protestor within ten (10) business days from receipt of protest. The decision from the Purchasing Agent, or her/her designee, is final and no further appeals will be considered.

Included in this RFP:

CITY OF SANTA ROSA PROFESSIONAL SERVICES AGREEMENT

ATTACHMENT ONE INSURANCE REQUIREMENTS FOR TECHNOLOGY AGREEMENTS